

Job details

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Bulletin Number 40134BR

Type of Recruitment Transfer Opportunity

Department Internal Services

Position Title SENIOR TYPIST-CLERK

Filing Type Open Continuous

General Information

The ISD Telecommunications Services Management Division is seeking a highly qualified, self-motivated individual to fill the position of **Senior Typist Clerk** in the Telecommunications Request Management Section (TRMS). The position may be required to interact both verbally and in writing with employees, supervisors, managers, and staff from other County Departments.

Requirements

*****DO NOT APPLY ONLINE*****

Permanent County employees that currently hold the Senior Typist Clerk classification or who are eligible for administrative reassignment in accordance with Civil Service Rule 15 are invited to submit a letter of interest, a resume highlighting education and experience, last two performance evaluations, and time records for the last two years to:

Teresa Sanchez, Secretary

Internal Services Department

Telecommunications Services Management Division,

Telecommunication Request Management Section

9150 E. Imperial Hwy.

Downey, CA 90242

tsanchez@isd.lacounty.gov

Phone: (562) 940-4302; Facsimile: (562) 806-6244

All materials submitted will be evaluated. Only the most qualified employees, based on the information submitted, will be contacted for an interview. The interview will be used to determine the final selection. Resumes and other required documentation will be accepted until the Section's needs are met.

Desirable Qualifications

- Ability to manage multiple priorities under strict deadlines.
- Ability to work independently and as a team player.
- Sense of discretion and sensitivity to highly confidential information.
- Analytical skills relating to process and procedures.

- Good oral, written and interpersonal communication skills.
- Excellent computer skills including experience and knowledge of MS Word, and Excel.
- Excellent customer service skills.

Duties

Provides general clerical support to Communications Services Analysts, supervisors and managers.

Enters Telephone Services Requests from Expense Management System on spread sheets for the appropriate Communications Services Analyst.

Makes feature changes on Centrex lines through AT&T CentrexMate.

Creates AT&T Voice Mail boxes and password resets via AT&T Ecats System.

Serves as point of contact for Communications Services Analysts which includes screening and transferring calls, relaying messages and paging staff.

Completes call-downs to identify telephone inventory as requested.

Audits and inventories requested County facilities to verify telephone inventory.

Prepares key sheets and database documents to assist in the implementation of VoIP technology.

Prepares procurement documents for submission to Procurement.

Provides back-up support for staff at or below the level of Sr. Typist Clerk in their absence, as necessary.

Vacancy Information

The vacancy is within ISD's Telecommunications Services Management Division, Telecommunications Request Management Section, located at 9150 E. Imperial Hwy., Downey, California 90242. This position is on a 4/40, Friday's off, work schedule.

Contact Name Teresa Sanchez

Contact Phone (562) 940-4302

Contact Email tsanchez@isd.lacounty.gov

Job Field Clerical

Job Type Administrative Support

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